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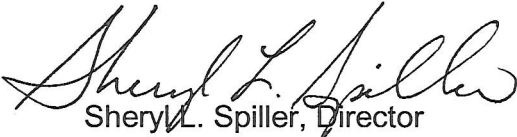
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December 16, 2015

TO: Each Supervisor

FROM: 
Sheryl L. Spiller, Director

SUBJECT: LEADER REPLACEMENT SYSTEM (LRS) ANNUAL UPDATE

This is to provide the Board with the third annual update on the progress for the LEADER Replacement System (LRS) Project, as requested in a Board motion passed during the Board approval of the LRS Agreement on November 7, 2012. To date, we are pleased to report that the LRS Project remains on schedule and on budget.

The LRS Pilot was successfully implemented on September 29, 2015. The LRS was deployed efficiently to 12 pilot sites and 40 supporting offices throughout Los Angeles County. The rollout sites included two (2) District eligibility offices, seven (7) GAIN Region offices, three (3) Customer Service Centers (CSCs), several Department of Children and Family Services (DCFS) office locations that support Medi-Cal, and numerous additional DPSS support office sites. Effective planning activities ensured a smooth transition to consolidate the legacy LEADER, GAIN Evaluation Automated Reporting System (GEARS), and General Relief Opportunities for Work (GROW) into the new LRS web-based system.

On-site support of the offices included DPSS information technology management personnel, systems analysts, County programs and policy experts, and vendor team leads and development and implementation support resources. Centralized off-site support included the DPSS help desk and command center personnel, who provided quick answers to questions, problem/issue remediation assistance, status on processing service requests, real-time communications on system availability, daily team updates, and overall proactive management of all LRS issues being reported. Highlights of the LRS Pilot rollout include the following:

- 1,800+ active users setup and enabled in LRS.
- 100% of all staff in the Pilot offices has been completely trained.
- 529,101 cases were converted to LRS, including active, pending, and inactive cases.
- LRS Daily batch processing time continue to meet the requirement standards.
- LRS system availability is meeting the required standards.
- LRS System performance is meeting the required standards.
- Over 44 million dollars in benefits have been distributed through LRS.

A high-level summary of the other recently completed project activities in 2015 are listed in the table below:

Table 1: LRS Milestones Leading to Successful Pilot Implementation

Milestone	Completion Date
Complete LRS Software Development Programing/Coding	March 2015
Complete System Testing	June 2015
Completed User Acceptance Testing (UAT)	August 2015
Complete Organizational Change Management (OCM) / Process Training for Pilot Users	August 2015
Complete Functional Training for Pilot users	September 2015
Hold On-Site Support Kickoff Activities at Pilot Sites	September 2015
Commence LRS Pilot Data Conversion Activities	September 2015

The LRS Project budget for FY 2015-16 is fully funded and approved in both the Governor's State budget and the County budget. Due to the planned use of advanced technologies and adherence to Federal standards, the LRS Project received approval to pursue Enhanced Federal Funding Participation for all Medi-Cal related information technology development. The LRS Project budget includes sufficient funding for all staff needed to support the LRS Project. The Implementation Advanced Planning Document Update for FY 2015-16 has sufficient funding allocated for DPSS Eligibility Systems Division staff and DCFS Subject Matter Experts, who are working with the LRS analysts and developers.

A high-level summary of key upcoming LRS project milestones are summarized in Table 2 below:

Table 2: Upcoming LRS Project Activities

Activity	Target Start Date	Target End Date
County-wide Implementation	March 2016	November 2016
Maintenance and Operations	November 2016	October 2023

We will continue to keep the Board apprised of the LRS Project. Please contact me if you have any questions, or your staff may contact Michael Sylvester, Director of the Bureau of Contract and Technical Services, at (562) 908-8327.

SLS:ro

c: Chief Executive Officer
County Counsel
Acting Executive Officer, Board of Supervisors